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TITLE: Communications system using a central controller to control at least one network and agent system

Detailed Description Text (36):

FIG. 14 illustrates a variation 26" of the agent system 26' shown in FIG. 8. In agent system 26", the PBX 56 is adapted to be interfaced directly with the telephone networks 12, 14, 16. PBX 56 is adapted to forward all calls received from the networks 12, 14, 16 to the IVR 74 which is controlled directly by the central controllers via control signals received therefrom via the interface means 502. Control signals transmitted from the central controllers cause the IVR 74 to optimally route and queue calls from the networks 12, 14, 16 to the agent workstations 482'. Additionally, status messages from the workstations 482' and IVR 74 are transmitted to and control signals received from the central controllers via interface means 502.

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